



Deputy Director of Managed Care Operations TennCare Deputy Director

TENNCARE OVERVIEW

TennCare is Tennessee's managed care Medicaid program that provides health insurance coverage to certain groups of low-income individuals such as pregnant women, children, caretaker relatives of young children, older adults, and adults with physical disabilities. TennCare provides coverage for approximately 1.4 million Tennesseans and operates with an annual budget of approximately \$12 billion. It is run by the Division of TennCare with oversight and some funding from the Centers for Medicare and Medicaid Services (CMS).

WHY WORK AT TENNCARE?

TennCare's mission is to improve the lives of Tennesseans by providing high-quality cost-effective care. To fulfill that purpose, we equip each employee for active participation and empower teams to communicate and work collaboratively to improve organizational processes in order to make a difference in the lives of our members. Because of the positive impact TennCare has on the lives of the most vulnerable Tennesseans, TennCare employees report that their work provides them with a sense of meaning, purpose, and accomplishment. TennCare leadership understands that employees are our most valuable resource and ensures professional and leadership development are a priority for the agency.

JOB AND DEPARTMENTAL OVERVIEW

Managed Care Operations is responsible for managing TennCare's relationship with our Managed Care Organizations (MCOs). We do this by facilitating the collection and distribution of reports from MCOs to responsible parties in TennCare as well as enforcement of any contractual remedies for corrective action. We are also responsible for maintaining the contract with the MCOs for policy and monitoring of behavioral health operations, non-emergency transportation, and program integrity. The Deputy Director will work closely with the Director of Managed Care Operations to develop and implement policy with large health care management companies and assist TennCare in its mission to design and drive change.

RESPONSIBILITIES

- Develop a high-level understanding of all operational aspects of the TennCare Division and MCOs.
- Advise TennCare leadership of the impact of policy on MCO operations, MCO contracts, behavioral health operations, non-emergency transportation, and program integrity.
- Meet with legislators or their staff regarding provider or policy issues/questions and bring to resolution.
- Supervise resolution of high-profile provider complaints.
- Review federal and state laws and advise on operational impact.

Expires – October 31, 2019

- Coordinate with other areas of TennCare to develop policy and implement programs.
- Maintain a close working relationship with managed care organization leadership.
- Supervise contract compliance monitoring for non-emergency transportation, contract development, and managed care oversight.

MINIMUM QUALIFICATIONS

- Bachelor's degree from an accredited university
- 3-5 years of relevant work experience in health insurance, health care delivery, health policy, or health insurance regulation preferred
- Proficiency in Microsoft Office software including Word, Excel, and PowerPoint
- Excellent interpersonal, oral, and written communication skills
- Good presentation, questioning, and listening skills
- Demonstrated time management skills and proven ability to manage multiple tasks simultaneously while completing work within allocated time frames

DESIRABLE QUALIFICATIONS

- Experience with contract compliance monitoring
- Experience with conflict resolution
- Experience with Medicaid and managed care
- Experience with contract development

JOB LOCATION: Nashville, Tennessee

HOW TO APPLY: Qualified candidates should send their resumes along with a cover letter to Jobs.MCO@tn.gov by October 31, 2019

Position Status: Executive Service

Pursuant to the State of Tennessee's Workplace Discrimination and Harassment policy, the State is firmly committed to the principle of fair and equal employment opportunities for its citizens and strives to protect the rights and opportunities of all people to seek, obtain, and hold employment without being subjected to illegal discrimination and harassment in the workplace. It is the State's policy to provide an environment free of discrimination and harassment of an individual because of that person's race, color, national origin, age (40 and over), sex, pregnancy, religion, creed, disability, veteran's status or any other category protected by state and/or federal civil rights laws.